ITS Update

-Courtesy of TRU Marketing

Issue 12 – December 2011

TRU Quarterly Update on Information Technology

THOMPSON RIVERS UNIVERSITY

In this Issue:

TRU IT Ties for First in BC

Each year students are surveyed and the results are published in the Globe and Mail. (Canadian University Report) In 2010/11, TRU improved in 21 areas.

THE GLOBE AND MAIL

For Information Technology our results are as follows:

Speed of Campus Internet Connection	**B+**
Availability of Computers on Campus	**B+**
Access to Course/Teaching Materials Online	**B+**

How do these results that measure our IT compare to other institutions? TRU IT tied for first place among BC Public Universities and second place in our Canadian peer group of 17 institutions. While these results are promising, IT Services continues to work hard to improve our systems for TRU students, faculty and staff.

Elected Chairs of New IT Advisory Committees

We are pleased to announce the chairs of our IT Advisory committees:

Research Computing Technologies Advisory Committee
▫ **Dr. Norm Friesen**, Canada Research Chair in E-Learning Practices

Academic Computing Technologies Advisory Committee
▫ **Brenda Thompson**, Chair, Journalism, Communication, and New Media,

IT Support Systems Advisory Committee
▫ **Paul Manhas**, AVP Finance

More information available at http://www.tru.ca/its/it_governance.html

2012 Active Directory Transition Project Q & A – W. Cole

During 2012 IT Services will be transitioning users from Novell Netware File and Print Services to Active Directory File and Print services.

There are several reasons why we are moving away from Novell to Active Directory:

- Better compatibility and manageability of TRU's Windows Desktops which are the majority of desktops deployed throughout the campus;
- Compatibility with other higher educational institutions through-out BC that have moved to Active Directory and Microsoft products as their platform of choice for the desktop;
- Compatibility with many 3rd party products.   Most 3rd party software is compatible with Active Directory but has little or no support for integration with Novell products. For example our VMWare Virtual Desktop initiative integrates with Active Directory but not with Novell;
- Reduction in cost as TRU will only be supporting a single server and desktop platform;
- Over the past several years Novell market share has fallen drastically making it more difficult to find technicians trained in their products. In contrast many technicians now include Microsoft certification on their resumes; and finally
- We are at a point where we need to replace our aging file and print server infrastructure with a more modern system that is easy to configure and expand to meet the growing needs of TRU employees and students for file space. Active Directory will be able to meet these needs for TRU.

What has been done already to transition users to Active Directory?

In June of 2010 we created two active directory domain servers: tru.univ (staff and faculty) and mytru.univ (students). At that time we began synchronizing our Novell student, staff, and faculty accounts with the active directory domain. This means that everyone at TRU already has an Active Directory account that has the same username and password as their Novell account.

How will the transition to Active Directory affect students?

During the summer of 2012 we will provide storage for students and move their files from the Novell file servers over to Active Directory file storage. IT Services will remap drives so that their F: (personal) and H: (instructor) drives will point at Active Directory storage rather than Novell storage.   For students that transition should be transparent other than some downtime necessary to move their files to the new storage.

How will the transition to Active Directory affect staff and faculty?

- In order to use File and Print Services in Active Directory the workstation (both PCs and Macs) must be integrated into Active Directory. This means that each staff and faculty PC must be visited by an ITS technician. This process will begin in January of 2012 and continue into the summer of 2012.

  The technician will contact you before the visit as they will require your Novell/Active Directory username and password.   Once the technician has integrated your PC into Active Directory you may notice some slight changes as this process requires the creation of a new user profile.   IT Services is making every effort to copy your existing profile into the new Active Directory profile as closely as possible but there may be a few settings which do not come across.   This process is very similar to the one that occurs when you get a brand new PC. The IT Service Desk will be available should you need assistance.

- Once your PC is integrated into Active Directory each time you login you will login both to Active Directory and Novell.   This will allow IT Services to begin the process of migrate your files from Novell to Active Directory. IT Services will be doing this with groups of users.   Before files are migrated you will be contacted with a date and time when your files will be moved. During the time that files are migrated you will not be able to access them. After the files are moved you will need to reboot your PC to gain access.

IT Services plans to complete the transition to Active Directory by Fall of 2012. At some point we will begin deploying new PCs without the Netware Client as it will no longer be required to provide access to files or printers.

Replacing Novell with Active Directory should provide TRU users with flexible and expandable file storage and a new system that provides easy integration with 3rd party products as well as other Microsoft software. IT Services thanks you for your patience while we make this transition over the coming year.

"It was much nicer before people started storing all their personal information in the cloud."

-courtesy of the New Yorker magazine

TRU Information Technology Services

900 McGill Road
Kamloops, BC, V2C 5N3
http://www.tru.ca/its

IT Client Services

-M. McArthur

In Focus

The IT Client Services team is led by Marlies McArthur, the Manager of IT Client Services. Within Marlies' group there are a number of important teams that provide services to our many students, faculty, and staff of Thompson Rivers University.

Campus Agreements for software, Lease hardware replacements, as well as Service Level Agreements with campus organizations are also part of this role.

IT Service Desk

Pat and her IT Service Desk team of Sheila, Lee, Jim, and Dave, are your "First point of contact" in IT. They are prepared to address all your IT related questions and concerns about our computers, systems, and applications. Whenever possible they will resolve the issue or make sure to refer your issue to another IT specialist. They provide assistance to all TRU students, faculty, staff, and OL faculty. They are located in the first floor of the BC Open Learning Building as well as in the Learning Commons in the Brown House of Learning during the school year. This House of Learning position is new as of this year as it allows us to provide an additional customer service access point.

Hours are 8:00 a.m. to 8:00 p.m. Monday through Friday during the school year, and 8:00 a.m. to 6:00 p.m. during the summer. Contact us at 250-852-6800 or 1-888-852-8533 (toll free) or ITServiceDesk@tru.ca

Desktop Support

David, Reg, Brooke, Dan, Walt, and Catrina in Williams Lake, are our Desktop Support team that provides the troubleshooting, installation, and maintenance of computer equipment such as computers, printers, software, and other peripherals for faculty (campus and Open Learning) and staff. Desktop Support staff also support the Sophos anti-virus, and PowerSave applications. This team prepares the new desktop images for annual lease computer replacements.

Hours are 8:00 a.m. to 4:00 p.m. Monday through Friday.

Computer Lab Support

Karen and her Computer Lab Support team of Ken and Jeff serve the needs of students, faculty, and staff by provisioning and maintaining labs and classroom computers. They provide computer lab technical support for all computer equipment, printers, and software utilized in the labs and classrooms on our main campuses and regional sites. They assist students and faculty with login issues and computer lab familiarization. The team also works with faculty to assist them in preparing computer labs to ensure that the required software is installed when and where the learning will take place. Up to four work-study students are hired in this area to assist students with basic questions. One of our current work-study students Jessie was responsible for the content of the videos produced last summer to help students navigate their computer accounts.

Hours are 8:00 a.m. to 8:00 p.m. Monday through Thursday and 8:00 a.m. to 4:00 p.m. Friday through Sunday, during the school year. Summer hours are 8:00 a.m. to 4:00 p.m. Monday through Friday. Contact us at 250-828-5332 or at labsupport@tru.ca (IT Lab Support)

IT Client Services Team
Missing: Dave Wells

Desktop Leasing and IT Purchases

Rita and Pat manage the lease replacement of TRU faculty, staff, OL-faculty, and lab desktops and laptops to ensure that equipment is replaced in the appropriate lifecycle. They advise clients in advance when their computer is due for replacement. They work with our vendors to ensure the equipment is purchased in time to install and return old equipment within the lease replacement cycle. Staff from our lease vendors, Graycon (previously Voda) or Kamloops Computer Centre, will be installing the new lease replacement equipment.

Rita and Pat also track all hardware and software purchases so that when the equipment or software arrives, it can be inventoried and installed by Desktop Support and/or Computer Lab Support.

Rita also provides switchboard relief for the Campus.

Service Standards
- Password resets – at point of call, provided that the client is correctly verified.
- Priority will be given to telephone and walk-in traffic during regular operational hours. Service Desk staff will respond to voice mail within 2 working hours and e-mail within 4 working hours. Response time may vary depending on request volumes.

How can you help us?
- Notify IT Services when you move any of your leased computer equipment to different offices or locations so that our records can be adjusted. We will eventually need to locate this equipment to replace it, so help us make this easier on your support staff in your Department as they will be the ones that will be trying to find it.
- All of our leased equipment is under a 3 year warranty, so if it isn't working, let us know so that we can get it fixed.
- As soon as you know you have a new employee starting, get their contract or other basic information to Human Resources, so that their computer accounts can start being created. Check out our web page "Info for Managers" to take you through the steps that preparing for the new hire should cover. Also, submit an Applications and Systems Access Request (ASAR) form for other access your new employee will need. Check out our web page for "New Employee Info" to provide to your new employee. www.tru.ca/its
- We have created videos to assist students with their computer accounts. Feel free to use them when teaching in a computer lab. http://www.tru.ca/its/studentvideos.html
- Submit your software requests and upgrades for computer labs in May 2012, so that they can be included in the updates that will be done in the summer.

Where do we want to go?
- Better methods to reset passwords when they have been forgotten – survey will be sent out soon to help us decide on the best method.
- Reduce our single sign-on and passwords for students/staff/faculty accounts
- If you are interested in having information sessions for your group on GroupWise functions, or other campus software, contact us with your needs.
- The Computer Lab Support team is planning to do away with the local D:\drive on lab computers as students are now required to login to computers and will be saving directly to their F:\ drive.
- Continue to offer exceptional customer service to anyone who contacts IT Services for information or assistance.

Bookable Multimedia Classrooms

This Fall saw the largest build out of TRU's multimedia classrooms and learning spaces with 43 new classrooms, 31 projector replacements, HOL installs including AV for student spaces and sound system upgrades in 11 rooms. There are now over 145 rooms available across TRU.

Old Main Building	50
Arts and Education	25
Williams Lake	16
International Building	14
Trades and Technical	13
House of Learning	12
Science Building	7
BCCOL	2
Culinary Arts	2
Campus Activity Centre	1
Clock Tower	1
Lillooet	1
House 10	1
Total	145

Media Services is also adding HD video conferencing to Williams Lake, Lillooet and Trades and Technology Building.

International Cyber Security Awareness Month
– H. Burley

During the week of October 24th this year the TRU Information Security Office participated in International Cyber Security Awareness month. Seven Information Security Awareness Essentials sessions were held in BCCOL 127 and attracted 160 staff and faculty, while Cyber Security Awareness Day events held in Old Main had participation by over 400 students. Students completed an information security quiz for a chance to win one of two $100 Bookies Gift Cards and participated in an information security poster scavenger hunt for a chance to earn Coffee Cards.

Thanks to Bell Canada for participating in this year's activities by sponsoring a lunch and learn, and providing additional give aways for our students and thanks also to our ITS Administrative Assistant, Gurjit Lalli, for helping to run the Cyber Security Awareness Day table.

Congratulations to both Kari Lewis and Aziz Alboyz, the two lucky winners of $100 Bookies Gift Cards

-H. Burley presents Kari Lewis with her $100 Bookies Gift Card

Spooktacular Halloween Extravaganza 2011

IT Services along with Open Learning held the 4th Annual Halloween event on Monday, October 31, 2011. Staff participated in a number of events such as a pie eating contest, pumpkin bowling and a best costume contest. The event was well attended and fun was had by all.

Our very own Behlul Yavasgel and Steve Sereda dove in for the Pumpkin Pie Eating Challenge. Along with Scott Walker, Dave McNeill and Colin Madland from Open Learning, and "The Chad" from Heritage Furniture

Banner Updates – A. Machaj

Banner Advancement implementation is progressing well. The go live is April 1st 2012 (new fiscal year) however conversion is expected to be completed by March 25, with targeted completion date of March 18th 2012.

At this time the Enterprise Systems team is working on data conversion for Banner Advancement. In January we expect to know the gaps we have and what custom development will be needed.

Before the live conversion of Advancement data commences, we need to upgrade Banner. We call it the "Banner 8.5+ upgrade" but in reality different Banner products will be at varying versions. For example Banner General will be at version 8.4.2 and so will Banner Advancement, while AR will be at version 8.3, Banner Student will be at 8.5.2, Banner HR - 8.5, Banner Position Control - 8.5, Finance - 8.6, and FlexReg 8.5.3.

Currently four Banner instances are upgraded to the new versions including BANDEV and developers are starting the work of re-applying baseline modifications to that environment.

We expect to go live with Banner 8.5+ upgrade on a weekend after registration period is completed and before Banner Advancement Conversion starts. The actual date will depend on when functional areas will find time to complete their testing. The hope is that this will be sometime in February.

We are also working on reinstallation of ODS. The reinstallation of test environment was successful. We started the reinstallation of production environment on November 27th and we expect to complete the reinstallation before December 9th. The new ODS will not only contain warehoused Banner 8 data, legacy Banner 3 and Colleague data, but also key baseline Banner 8 schemas, which would allow report developers to report on almost any old or new ERP data.

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Kamloops, BC, V2C 5N3

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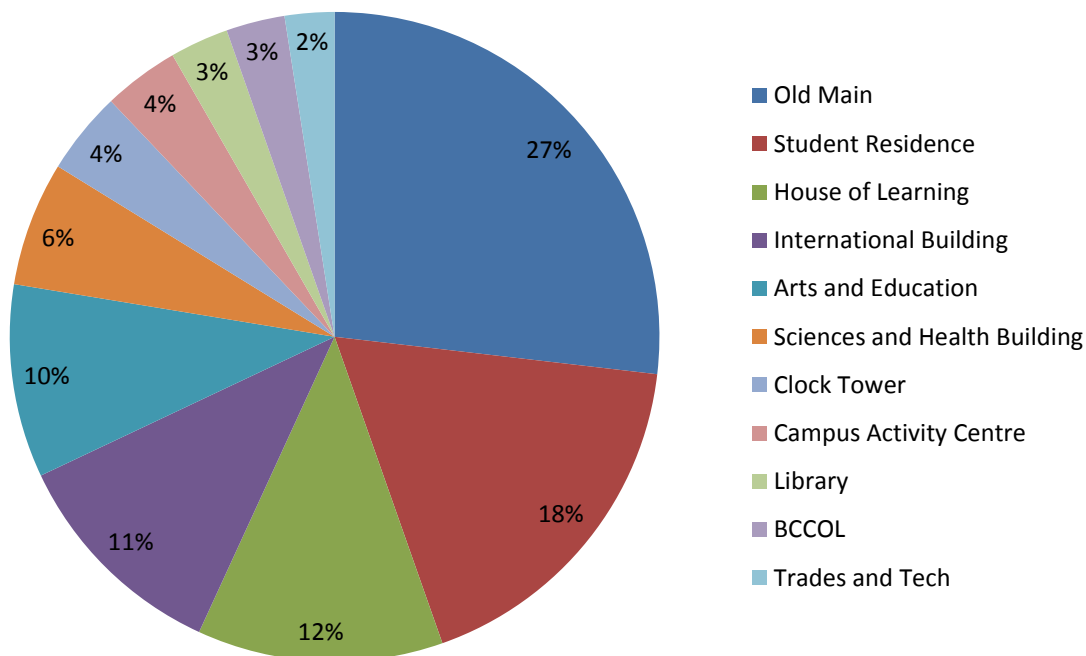*http://www.beetagg.com*

2011 Smart Board Roll Out

34 new Smart boards have/are in the process of being installed in the following areas:

- SOBE
- Arts
- ESL
- Science
- Culinary Arts
- English and Modern Languages
- Early Childhood Education
- Employment Prep
- Williams Lake
- Lillooet
- Co-Operative Education
- HOL

Training is available from the Center for Teaching and Learning. Please contact Gary Hunt at ghunt@tru.ca.

Busiest Buildings for Wireless Use on Campus

Legend:
- Old Main — 27%
- Student Residence — 18%
- House of Learning — 12%
- International Building — 11%
- Arts and Education — 10%
- Sciences and Health Building — 6%
- Clock Tower — 4%
- Campus Activity Centre — 4%
- Library — 3%
- BCCOL — 3%
- Trades and Tech — 2%

During peak times in 2011, approximately 2,400 mobile devices are connected to the TRU Kamloops network, a 100% increase over last year.

CBUC Presentation: Successes and Challenges of FlexReg Implementation at TRU – A. Machaj

Anna Machaj, Eric Youd from OL, and Karl Fultz had a presentation on "Successes and Challenges of FlexReg Implementation at TRU" at Canadian Banner User Conference in Ottawa (Sep 27th-29th).

The presentation reviewed the functionality that Banner FlexReg (student self-service registration system) delivers and custom development effort that went into tailoring it to TRU's needs. We talked also about challenges that FlexReg introduced and improvement opportunities. The presentation was very well received by the audience and Sungard HE representative characterized it as honest and fair.